

**Local Service Comments as received via email and phone calls**

1)

Hello,

I am one of the users of Loudoun county transit buses and today I learned that Ashburn Farm connector and Ashburn Village Connectors are no longer serving the ashburn area along claiborne parkway causing inconvenience to a lot of people like me.

As I occasionally use this bus I am not aware of it's cancellation. But I was almost shocked to know this news.

By any chance you guys can resume these services atleast few runs probably the early morning and late afternoon shuttles?

That would be so convenient for the residents of all communities on claiborne parkway to go to INOVA Hospital from which we have buses to Leesburg, Wiehle Reston Avenue and connections to other places in Ashburn, Sterling, Reston and dulles.

I am writing just to let you know so you take my opinion into consideration when you get time to think about a bus that serves along claiborne parkway.

Hope you read through and reply to my mail.

Thanks!

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2)

Received a call from a passenger who was stranded 2 or3 evenings ago – she was calling to thank “Mike” who arranged for one of the local buses (she thinks it was the 84X) to go off route to pick her up because she had missed the last bus.

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3)

According to the call I just received, the driver of the 56 has changed in the last week and he is not running the route correctly. The passenger says he is not driving behind the “Interfaith “ stop as mentioned in the Rights and lefts. Please review with the driver. She also mentioned that this new driver is causing her to miss her connection now, it was not a problem with the previous driver. Maybe a wrong turn or just running slower?

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4)

Steve,

Had a nice gentleman stop in here this morning to complain about the new local bus service. He is from New York and takes the local buses when he travels for work. He has ridden the local service for several years. He said that the 84X route is in serious need of an overhaul. The runs are scheduled for every 60 minutes – he said that there is no way that time schedule can be made. He said that it needs to change to every 90 minutes because the buses are running at least 30 minutes late sometimes more. He said that all the other routes that he has been on seem to be fine.

He also said that the stop at Shaw Rd & Holiday Dr is not safe. He said that once it gets dark earlier in the evening that somebody is going to get hit crossing Shaw Road to get to the stop.

He also said that he has talked to several of the drivers and noticed the following:

Not all drivers have phones so there is no way for them to contact dispatch if there is an issue or breakdown.

All drivers should be schooled on connecting routes or at least have route maps in the bus in case passengers have questions. Most drivers will not take the time to find out any information about connecting routes if a passenger has a question – they simply drive away.

The cashboxes are not bolted down. He said that is an accident waiting to happen.

I tried to get his name & phone number but he did not want to give it to me. He was very nice & had a lot of good information.

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5)

She has questions about the new Ashburn Schedule and why it was discontinued when so many folks were riding it each day.

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6)

Steve,

Just had another visitor complaining about the local bus service. This gentleman takes the Route 56 and then transfers to the Route 57. Caller stated that this afternoon the Route 56 driver did not come back to the Government Building at the end of the run. Driver picked up at Gateway & Bellemeade Apartments – he continued on Market Street, then over to Cornwell Hospital and then to the Government Building which made the bus 6 minutes late and the passengers could not transfer to the Route 57 that departed at 3pm. The gentleman stated that the first 3 days that the new service was in effect that each driver took a different route each day then everything was back on track until this afternoon – the route had a new driver.

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7)

Steve,

Had a gentleman come in this morning for a lost item from the Route 70 bus. He wanted their phone number so I gave it to him. He said that he had been trying to call that number and that it just gives him

a non-descript message that says "please leave a message." Does not indicate where the person has called. I had that issue this morning as well when I tried to call out to transfer somebody but I thought that I had just dialed wrong and tried again.

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8)

I want to get a head start on this issue before it gets out of control. I know it is a change and also new. The service for the AM is working fine, but the PM is not working out at all. I change my working hours to coincide with the new bus schedule.

I now get off work at 4:30pm and according to the schedule the bus leaves Dulles Town Center at 4:30pm and should arrive at

Pacific/Indian Creek stop around 4:45pm. Since the new schedule that bus have been arriving late and as follows:

Date PM

9/2 5:02 (Driver apologize for been late and charge us \$1.00)

9/3 5:30

9/4 5:10

9/5 Off (but I was told that the bus arrive at 5:30)

9/8 5:20

9/9 5:36

9/10 4:45 (on time)

I will continue to document the arrival times for the rest of the month and if no improvement I will be contacting you again.

On a positive note, this morning at Wiehle-Reston East Metro Station the 7am/Pacific bus, the driver asked all passengers upon entering the bus where we are going making sure everyone is on the right bus. Also at 7am the driver called dispatch letting them know he was departing the Metro Station.

I wanted to call you but I know everyone is very busy and it was much easier to contact you via email. Also I am not sure if the below phone number for you is still a good number that was from 2008 and I know email address does not change often.

Also I have called 571-258-3464 several times to find out where the bus is and to get an ETA, I think they know my number by now so they just put me on hold whenever I call. Not good at all.

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9)

I'm emailing you in response to your comment back to me on FB.

Below is the address where my Mother In Law lives from where she needs transportation to the Sterling(Cascades) senior center.

We have several other folks that live in our community who are also now facing the same issue of not being able to go to the senior center.

I feel so bad for them since they have no other extra activity to do and used to look forward to their trips even though they were twice a week!

Hope you will be able to guide us and assist on this issue.

First name and address is that of my Mother In law.

The other two are also women from our community who need transportation to the cascades senior center.

we have several others but right now I only had these addresses.

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10)

Thank you for taking the time to talk with me about the transportation changes. Following are the addresses in question. If you can tell me they are in the ADA service area, I will get on that application ASAP.

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11)

I just received a call from an unhappy customer waiting on the Sterling Connector that is supposed to start at 7:00 AM out of Williams Water house.

The caller stated that this is the 3rd time that she will be late because this bus hasn't started on time. I spoke with a gentleman at MV and he stated that they had issues with a bus this morning and that the Sterling Connector will be starting at least 30 minutes down. The caller stated that she called the customer service line at 7:00 AM and no one answered the phone which is why she called us. Do you know what hours the phones are supposed to be operational? Secondly, how would a customer know when a bus is going to be late? Let's discuss when you get in.

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12)

> I am sorry for the missed call around 5 pm . I did listened your message and understood it completed.

> I am going to be at the pull out on Monday morning and will personally address the route 70 to 7 to 7 issue

> I will find out who was the driver and take the appropriate action

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13)

I came upon your info online at [www.Loudoun.gov](http://www.Loudoun.gov) and I am not sure if you are the right person in particular to email regarding the new changes within the bus system in Leesburg.

I am emailing on behalf of my parents and many others who I am sure are unsatisfied with the recent changes. My parents do not drive, as many others do who do not in Leesburg. My parents relied on the Leesburg free shuttle Safe-T-Ride to get around and do their daily shopping within the Battlefield Plaza area/Shenandoah Building area. I understand that now the Shuttle Bus only drives along Edward Ferry Road, within the stores. To be honest, I am not sure how this will work out as many who are already

shopping with the this area already drive. The only way people get to these stores are either walking or taking the bus. The only people that will actually benefit from the changes in the shuttle bus are those that reside in the buildings by the Shenandoah Building.

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14)

I would like to know the reasons for eliminating bus service in Loudoun County and Leesburg on Sundays.

In 2007, I purchased a home in Leesburg for my disabled daughter to live in on her own so that she could ride the Trolley and Safety Ride to get to her job at Costco, where she hands out samples. She is visually and physically impaired.

She almost always has to work weekends. How do you think she is going to be able to get home on Sundays now? I called Leesburg and they say Loudoun County is responsible for this idiotic decision. If so, it hurts the hard working poor and disabled who depend on it to get to their jobs.

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15)

Thank you for responding to my previous email. I appreciate you taking the time to do so. As much as I understand your position, I must ask if there is any way that the buses can start their pickup at the Ashburn Village Giant (like in the old schedule) instead of INOVA in the mornings - starting at 7am? That would benefit a lot of us greatly if that change were made.

Let me just share with you this last fact about my morning route. I have attached a picture of my walk in the morning to catch the 7 to 7 on 7 bus to be on time for work. As you can see from my picture, I have to walk 1.29 miles to catch this bus. By the time I arrive at the stop on Russell Branch & Navajo Dr., I am sweating profusely because of the humidity and heat, and I'm tired from the walk. That is not a good way to arrive at my place of employment. Not to mention, the last block before I arrive at the light at Russell Branch Pkwy and Ashburn Village Blvd, there are no sidewalks, therefore, it is not safe for anyone to walk to that stop. I am pleading with you, to please change the destination point - at least the starting point, for the first bus in the mornings. Not just for me, but for those other riders who share my concern and plea as well.

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16)

I am writing in regard to the schedule change for this bus route beginning on September 1st. I am an Ashburn resident, have been for 8 years, and I depend on this particular bus to get to and from work Monday through Friday. My vehicle broke down a couple of months ago, and I now take this bus to and from work. I am to report to work by 8am every day. The current schedule accommodates my work schedule so that I may get to work on time. I take the 7am Ashburn Village bus (which leaves Giant at

7am and picks me up on Fincastle Dr. at 7:03am). I transfer to my second bus, The 7 on 7 East at 7:20am from INOVA Landsdowne, and it drops me off in front of my work building at 7:50am on Nokes Blvd. in Sterling.

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17)

The new scheduled route for the Sugarland Run Connector is inconvenient and inefficient.

Reason 1: It does not line up with the current route for 7 on 7 Eastbound, by two minutes, it may not seem like much but considering that if you miss it you have to wait another 58 minutes before another Sugarland bus comes, it's not a good idea.

Reason 2: Hourly service to each respective end stop is not efficient.

Especially as one of the main stops for the bus is located at the Community College. A lot of students myself included rely on that bus to get to and from school and work. This route is going to make that even more difficult for your passengers and will force us to find alternative transportation thereby depriving you of revenue.

Please keep the current bus schedule or find some other way to make sure you're not alienating a large part of your customer base. Thank you.

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18)

I take the VRT to and from work. It is my only means of transportation. I work for a pharmacy in Pipeline Plaza on Farmwell and Ashburn Village, Ashburn VA 20147. Please consider revising the Ashburn Village route. There are regular customers that ride the bus to the IHOP, Starbucks, Potbelly, KFC, Taco Bell, CVS, International Food Store, doctor offices, dentist offices, and I know for a fact a lot of people depend on this public transportation to get down to Kaiser Perm for work and appointments. Please do not abandon your responsibility as a county to support the community and our needs. Thank you for your time and consideration and I pray you will consider the lives that will be drastically affected if you wipe out this total section of this route. If a petition is needed to help encourage a change I can do that as well, whatever it takes. I am out here on my own both my parents have past so for me not to have a job is not an option. People are not happy with this change and they are voicing their opinion, I am just not sure they have voiced it to the people that can actually make a change. So if signatures is what you need then signatures I can get! So I ask again on behalf of the Loudon County residents that work and rely on your public transportation please do not cut off the Pipeline Plaza and Kaiser Permanente. Thank you for you time and consideration.

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19)

I am writing in regard to the schedule change for this bus route beginning on September 1st. I am an Ashburn resident, have been for 8 years, and I depend on this particular bus to get to and from work Monday through Friday. My vehicle broke down a couple of months ago, and I now take this bus to and from work. I am to report to work by 8am every day. The current schedule accommodates my work schedule so that I may get to work on time. I take the 7am Ashburn Village bus (which leaves Giant at

7am and picks me up on Fincastle Dr. at 7:03am). I transfer to my second bus, The 7 on 7 East at 7:20am from INOVA Landsdowne, and it drops me off in front of my work building at 7:50am on Nokes Blvd. in Sterling.

After reading the new schedule today, I am VERY concerned now, because the first bus doesn't leave the hospital until 7am and won't get around to Fincastle until 7:30. This is not feasible for me, because it puts me at work at 8:30am - which makes me 30 minutes late for work. OR - I have to walk from Quiet Walk (which is across the street from the Ashburn Pavillion) to Harris Teeter to catch the 7 on 7 bus every morning. That is a half mile walk for me EVERY MORNING.

This change is highly unfair for those of us who depend on public transportation to be able to get to our workplace and back home. I spoke to several passengers who agree with me that this schedule does not take those residents in the Ashburn area into consideration AT ALL. Not everyone who lives in Ashburn has a car to get around. One elderly lady in particular told me, this afternoon, that she lives by the Giant near the toll road, and the new schedule won't have a stop in her area any longer. She too works and now has to figure out how she's going to get there if this schedule changes.

I feel, very strongly, that the schedule should start earlier or have more buses start at the same time but on opposite routes so that I, and all the rest of the daily bus passengers, don't have to be inconvenienced every morning in order to get where we need to go on a daily basis. Or better yet, just keep the schedule the same as it is now. You may think it's no big deal, but for those of us who live here and need to take this bus, IT IS A VERY BIG DEAL.

I now ask that you please reconsider this change in the schedule, and think about those residents here in Ashburn who rely on this bus, not just for necessity, but for those who were also trying to save gas and the environment by riding the bus instead of the car to get to their destination in the morning. It's only fair. The other buses don't have schedule changes, why should Ashburn?

Also, about the bus stops. I have to mention that there is a bus stop directly in front of my building on 45745 Nokes Blvd. going East bound, but the bus stop going West bound is an 1/8th of a mile away. There are no side walks. The other closest stop, going the opposite direction on the opposite side, is a construction site and is dangerous to stand on because, again there is no side walk and there are weeds growing everywhere. Not to mention, there is a fence. So I'm very close to the road, which is dangerous as well. Is there any way to put a bus stop sign directly across the street from my work building? There is a turning lane, which would be perfect for anyone trying to catch the 7 on 7 Westbound bus. Just thought I would mention that as well.

Thank you for your time and consideration. Have a good day.

who has ridden the Route 70 eastbound the past two mornings. Yesterday he boarded the 8:30 eastbound that starts at the government building. He boarded on Market Street. He stated that the bus did not arrive until 8:45 and that the driver had stopped at Dunkin Donuts to get coffee.

Today he boarded the Route 70 eastbound that departed the government building at 8:00 and it was the same driver. Caller stated that bus picked him up on Market Street at 8:20 and said that because of traffic the buses were running 15 minutes behind. As I was talking to him he said that there was a lot of traffic on Route 7 heading westbound so that he understood why the bus was late today.

He would like a call back about the situation on Monday when he saw the driver getting coffee

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21)

In 2007, I purchased a home in Leesburg for my disabled daughter to live in on her own so that she could ride the Trolley and Safety Ride to get to her job at Costco, where she hands out samples. She is visually and physically impaired.

She almost always has to work weekends. How do you think she is going to be able to get home on Sundays now? I called Leesburg and they say Loudoun County is responsible for this idiotic decision. If so, it hurts the hard working poor and disabled who depend on it to get to their jobs.

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22)

Very polite lady; says she's ridden local bus for 14 years; concerned about connectivity between Fieldstone Apts and the hospital.

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23)

I and my family are residents of Ashburn and have lived here for 16 years. I have a son with complex congenital heart issues;

This email is in regard to the recent changes to the ADA services that were previously used and the new ADA provider.

X has a job at the Stream Valley Veterinary in Ashburn and has worked there since September 2004. He only works about 3-4 hours a week. Previously, Virginia Regional Transit provided his travel to the facility (which is approximately 4-5 miles away from our residence). VRT would pick him up and take him to work and a family member would pick him up at about 3 PM.

VRT "lost" their ADA contract for this area of Ashburn and we applied to the new service provider Loudoun County Transit. He was approved for



those services and we were in the process of getting ADA services for X set up for pick up beginning in September.

This morning (August 28) I received a call from Loudoun Transit they can not pick up X and take him to work because they do not service the area where Stream Valley is located. That area is Zip 20148 and we live in Zip 20147. Again, please keep in mind that it is approximately 4-5 miles from our house to Stream Valley. I was informed they would not pick him up to take him to work BUT they would pick him up if he wanted to go to Leesburg or other areas.

They suggested I call VRT and request to see if they could continue picking up X and dropping him off at work. I called VRT about noon today and have had no response back with regard to my issue.

My question is how might this issue/problem be rectified so X can continue working where he has worked for the last 10 years?

Any assistance you or the Board can provide to rectify this issue would be much appreciated. Another question arises: how many other ADA patients are also going to be impacted by this new service?

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24)

She wants to know what the fare is going to be. I told her that it would be \$2 each way. She wants you to verify the cost – she says that if she has to pay \$4 round trip to go a little over a mile - each time she goes out that she is going to have to skip meals.

She also told me that her teeth are falling out – she can only eat at certain restaurants. I also got the talk about how much she has to pay for her apartment and that she cannot afford to move to Fairfax County.

Please advise X that there are punch passes available for her to purchase so that she does not have to carry cash with her. Is there anything Loudoun County can do to help her out with lowering the fare.

She said that somebody tried to call her the other day and said that they were from LC Transit. She said it sounded like a young man. They could not hear each other very well because there was a loud ringing noise in the background. He said that he would call her back but he did not. She wants to know if it was you that called her or if it was somebody with the ADA paperwork calling to ask more questions.

She also wants to know if the folks who are making the ADA appointments are local or is she calling out of the region to make the reservations.

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25)

I am the community manager for Potomac Green. We have recently been made aware that there changes to the bus route which services our community that will be effective on September 1, 2014. I also learned that Nancy Gourley is no longer with Loudoun Transit, so I am reaching out to you for information regarding the change in service in effort to find out how this will impact our residents.

1. Can you provide a more detailed explanation of the statement "Due to performance of the service"?
  2. How were these changes communicated to communities like Potomac Green that pay annual fees for the shuttle service on top of the fares paid by the residents that use this service?
  3. Are there any plans to include stops at the One Loudoun retail area?
  4. Who do we contact with issues related to the shuttle that services Potomac Green?
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26)

She wants to talk to you about the ADA process and where she is in it.

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27)

I am working with a group that has been developing recommendations on how to alleviate some issues related to unsheltered homeless in Leesburg. One of the aspects that we have been looking at is transportation to and from the Sycolin Road stop which is located just below the homeless shelter. According to information that I read and conversation with Nancy Gourley before her retirement, I understand that the transportation vendor has changed. I also understand that there may be changes to the Leesburg fixed routes. Can you tell me if the route which includes Sycolin Road is changing. It would also be helpful to know the bus fares. My agency was purchasing bus fare cards from VRT to assist our homeless clients to go from shelter to downtown Leesburg daily. The fare card was not the best solution as each card had 5 rides, and sometimes only wanted to give one ride. Nancy thought the new vendor would be willing to look at different ways in which we could assist this population if the fare card was not working. It would be helpful to speak with you at some point. Having said that after today, I will be away until 9/2/14, but if we can discuss when I return that would be great. Thank you

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28)

May I suggest that someone from your staff arrange a meeting with the Wingler seniors to explain the new service. as it is quite different from the existing runs.

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